# Appendix 9 to itpd part 1 v 3 11th DECEMBER 2023: vision for the oUT OF HOURS TELEPHONY service

Ealing Council is the Lead authority and central purchasing body with regards to the Out of Hours Call Handling Services, we work in close partnership with all of the participating organisations and the current contracted service provider to ensure that all of our customers collectively receive a good quality, efficient and effective service.

The out of hours call handling service for local authorities and social housing tenants is one we classify as a fourth emergency service.  Many of our customers are vulnerable and can be overwhelmed by the prospect that they have nowhere else to turn. Our out of hours customers depend on knowledgeable, sympathetic, assertive, firm whilst also being corporative staff, that will assist our customers and staff at a times of great distress or panic dependant on the situation.

 Whilst we acknowledge that currently our customers receive a good service, it is our intention to ensure that our customers receive a great service going forward. Using technology and smarter, more efficient ways to deliver the service, our intention is to futureproof the service into 2024 and beyond.  We expect to work closely with the successful service provider and we expect that our customers’ needs are put in the forefront of the overall service delivery.

 It is my duty as Lead Contract Manger to ensure that the aforementioned comes to fruition, I intend and am committed to maintaining good relations with all interested parties, whilst striving for excellence in the process.

Michelle Bernard

Lead Call Handling Shared Service Contract Manager